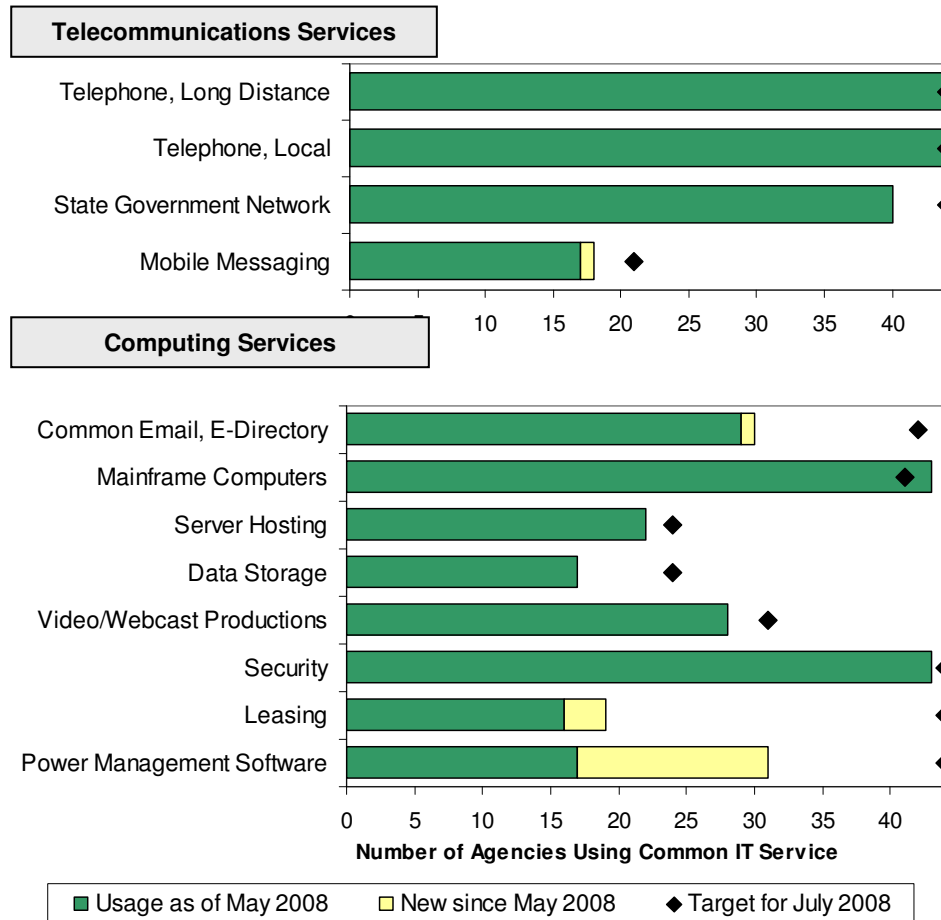


# Information Technology – Use of Common Services

## Agencies' Use of Enterprise IT Services July 2006 – June 2008



## Analysis

Progress continues for agencies' adoption of common IT services. Additional progress is expected in the next fiscal year.

DIS analyzed the results of its recent customer surveys. Respondents said that areas of focus include: comparative costs, transparency of rates, unique needs of individual agencies, legacy systems already in operation, and perceptions of DIS customer service.

## Actions

Several actions, supporting further progress in agencies' adoption of common IT services, are outlined on the next page.

## Note

The 44 state executive agencies with more than 50 employees are charted here. An agency is counted here as using a common IT service if it has used that common service for any portion of its need for that service type, at any time during the two-year measurement timeframe (July 2006 through June 2008).

# Information Technology – Use of Common Services

## *Outline of Supporting Actions*

What	Who	By When
The goals of the State Strategic IT Plan include: 'invest in common systems', and 'promote common IT practices'. Now in draft form are 10 specific strategies in support of the goals of the State Strategic IT Plan. Those goals and draft strategies are presented on a separate page in this report, in a matrix that identifies linkages between the strategies and the goals. They will be communicated to state agencies as DIS continues to promote utilization of the common IT services.	The draft strategies of the State Strategic IT Plan are undergoing reviews at various levels and venues, including CIO Forums and Deputy Director meetings. Upon their finalization, these strategies will thereafter be added to discussions in regular meetings between DIS Assistant Directors and individual state agency customers of DIS.	December 2008
The Legislative Work Group has convened. A contractor will assist the Group to identify specific strategies to promote increased utilization of the common IT services.	IT Work Group	December 2008
DIS is designing models, to illustrate DIS costs and rates, to enhance communications with customers about DIS services and comparative costs. First services to be cost-modeled will be 'servers' and 'data storage'.	DIS Management Services Division, Larry Dzieza, Chief Business Analyst	September 2008
DIS' 2009-2011 service rates have been reviewed by state agencies. Most rates remain unchanged for the new biennium; the changes were 8 decreased rates and 8 increased rates.	DIS Management Services Division Assistant Director Connie Robins, and Chief Business Analyst Zayne Elrod	Completed May 15, 2008
DIS uses the '903 consultations process' with agencies as additional opportunities to facilitate agencies' consideration of the common IT services. The '903 consultations' process is a provision of the biennial budget, and involves agencies communicating with DIS about their IT-related acquisition plans.	DIS service divisions and state agencies	Ongoing

# Status of Major IT Projects

Agency	Level 3 Project	Project Description	Project Schedule		Project Budget (\$M)		Project Status Compared to Original Plan			Project Outlook			Success Factors
			Original	Approved Change	Original	Approved Change	Scope	Sched	Budget	Scope	Sched	Budget	
Community and Technical Colleges	HP3000 Re-hosting Phase 1*	Move legacy administrative applications from old, unsupported platforms to modern platform and database	6/30/05	6/30/08	12.75	19.15							
Department of Corrections	OMNI*	Replace existing Offender Management and Tracking System	6/30/07	3/31/08	22.5	24.1							
Department of Licensing	Enhanced Driver's License/Border Crossing Project	Implement a system to process enhanced driver's license and identification cards for Washington State residents to cross the Canadian border in place of using a passport	9/30/08		4.86								
Department of Social and Health Services	ProviderOne*	Replace existing Medicaid System and Legacy Payment System (SSPS)	12/31/06	12/31/08	77.1	137.0							
Department of Social and Health Services	FamLink*	Replace existing legacy system used to track Children's Administration clients	5/1/07	4/20/10	30.5	33.7							
Department of Transportation	Project Management and Reporting System*	Replace existing legacy systems for project management tracking and the tracking of highway project delivery	9/28/09	1/31/10	13.4	17.25							
Employment Security Department	Next Generation Tax System Project	Replace existing systems for unemployment insurance program	5/29/11		46.8								
Health Care Authority	Benefits Administration/ Insurance Accounting	Replace existing systems that support the Public Employee Benefit Board and Basic Health Plan - Strategic Project Positioning Phase	6/30/08	6/30/09	10.8	29.3							
Office of Financial Management	Roadmap Enterprise Data Definition/Chart of Accounts	Business initiative to determine the state's future enterprise financial system solution	8/31/08		1.9								
Office of Financial Management	Grant, Contracts, and Loan Management System	OFM, CTED, EGY, systems project for managing grants, contracts, and loans	7/31/09		5.5								
University of Washington	On Line Record of Clinical Activity*	Implement Electronic Integrated Medical Record System	6/30/06	1/31/09	10.3	84.4							
University of Washington	Workforce Management System*	Implement a Time and Attendance and Human Resources Management System	3/31/03	4/30/10	3.2	7.1							
University of Washington	Admissions, Discharge, and Transfer/Hospital Billing System Project	Replace existing Admissions, Discharge and Transfer/Billing System	8/31/10		58.0								
Washington State Patrol	Automated Fingerprint Identification System*	Migrate AFIS from the Department of Information Services to the Western Identification Network	12/31/07	11/30/08	4.6								
Washington State Patrol	Integrated Wireless Network-East*	Convert portions of WSP analog radio network to digital	6/30/06	12/31/08	11.5	13.53							

Information provided at the 7/10/08 Information Services Board (ISB) meeting. ISB actions are noted on the next slide(s). The ISB took actions related to the highlighted projects.

This chart shows the state's Level 3 Projects: projects rated high for both severity and risk.

The following projects have completed and will not appear on future GMAP reports:

- Department of Licensing Enhanced Driver's License Border Crossing Project
- University of Washington On Line Record of Clinical Activity Project

Project Schedule indicates the originally approved project completion date and the most recent approved revision date.

\* Project outlook based on revised plans. For other projects, original plan has not been revised.

**Legend:**

**Symbol Variance**

- None
- Little to moderate
- Significant
- Not yet started

# Major IT Projects - Issues and Actions

Agency	Issue(s)	What Action(s), By When	Who
CIS HP3000 Re-hosting Phase 1	<p>1. Schedule: Based on the recommendations in the project assessment, the project was stopped.</p> <p>2. Success Factors:</p> <ul style="list-style-type: none"> <li>▪ Executive Support</li> <li>▪ User Involvement</li> <li>▪ Experienced Project Manager</li> <li>▪ Clear Business Objectives</li> <li>▪ Minimized Scope</li> <li>▪ Agile Business Requirements Process</li> <li>▪ Standard Infrastructure</li> <li>▪ Formal Methodology</li> <li>▪ Reliable Estimates</li> <li>▪ Skilled Staff</li> <li>▪ Contract Negotiations and Management</li> <li>▪ Implementation</li> </ul>	<p>Speedware, a consulting firm that specializes in re-hosting projects and assessments, was commissioned to conduct an independent audit of the CIS HP3000 Re-hosting Project and to make recommendations regarding the project's future. The audit was conducted in March and April of 2008 and the results were reported to the Information Services Board at the May 8, 2008 meeting.</p> <p>As a result of the assessment, the project was stopped and the contract with Hewlett Packard (HP) was terminated. An agreement between the entities was signed on May 28, 2008. Details of the agreement are as follows:</p> <ul style="list-style-type: none"> <li>▪ mutual termination of the agreement;</li> <li>▪ as a mechanism to return \$1.25 million to the colleges, HP will provide the state a \$1.25 million credit to use toward the purchase of HP products and services;</li> <li>▪ HP transferred ownership of system hardware and software currently on-site; and</li> <li>▪ Washington State has the ability to contract with subcontractors who performed work on the HP3000 Re-hosting project.</li> </ul> <p>On July 10, 2008 the Information Services Board approved SBCTC's request to proceed with the upgrade of the Community College's Financial Aid System at a cost of \$2.3 million and a scheduled completion date of February of 2009.</p> <p>SBCTC will be initiating a study to analyze the options available to move forward with the migration or modernization of the college's administrative systems. 12/08</p>	<p>Charlie Earl, SBCTC Mike Scroggins, SBCTC</p>

# Major IT Projects - Issues and Actions

Agency	Issue(s)	What Action(s), By When	Who
DOC OMNI	1. Schedule: The schedule remains extremely tight. There is no schedule contingency.	Staff requested a one month delay in the statewide deployment of the OMNI Phase III application to provide additional hands-on time to learn the OMNI application and to increase comfort and familiarity with the business process changes. This also provides time to remediate defects and attend to technical requirements. 8/4/08  On July 10, 2008 the Information Services Board approved DOC's request to revise the statewide production implementation date from June 30, 2008 to August 4, 2008.	Eldon Vail, DOC Gary Robinson, DIS Kit Bail, DOC
DSHS ProviderOne	1. Schedule: Start of User Acceptance Testing (UAT) is delayed to resolve a data conversion issue. DSHS estimates an additional 3 - 6 weeks are required before UAT can start.  2. Success Factors: ▪ Reliable estimates	The project will monitor and report progress leading up to and during UAT. The full impact to the schedule will continue to be evaluated for potential impact to the "Go Live" date. Ongoing  Maintain an integrated work plan and apply historical performance measures to the new estimates for activities. Ongoing	Robin Arnold-Williams, DSHS Gary Robinson, DIS John Anderson, DSHS
DOT PMRS	1. Schedule: A change in project managers and a reassessment of the project schedule and deliverables has resulted in a project completion date revision.	On July 10, 2008 the Information Services Board approved DOT's request to approve the revise statewide production implementation date from January 31, 2008 to June 1, 2008.	Rose This, DOT

# 2008-14 State Strategic IT Plan - Draft Strategies

The 2008-14 State Strategic IT Plan was adopted by the Information Services Board in February 14, 2008. A Work Group was formed to develop draft strategies for inclusion in the plan. The following ten draft strategies were circulated to state agency Deputies, Chief Information Officers, and Office of Financial Management budget staff for comment in July of 2008. The updated 2008-14 State Strategic IT Plan is scheduled for review and action by the Information Services Board in November of 2008.

## Draft Strategies

		Goal 1: <i>Invest in Common Systems</i>	Goal 2: <i>Promote Data Sharing</i>	Goal 3: <i>Promote Common IT Practices</i>	Goal 4: <i>Provide an Integrated End-user Experience</i>	Goal 5: <i>Improve Project Management Practices</i>	Goal 6: <i>Leverage the State's Buying Power</i>
I	Create a means for acquiring, developing and sharing qualified IT project management resources for use in government service e.g., recruitment and retention, mid-career development, ease of acquiring services, sharing resources amongst agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
II	Build organizational capacity for agencies to transform procedures and practices through a combination of business and IT expertise e.g., orient agency directors, project sponsors and other project personnel to roles critical to effective project management, develop a framework for project planning, estimating, resourcing and life cycle costs/functionality	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
III	Adopt a uniform framework and infrastructure for geographic information and related business technology	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
IV	Establish common data elements for next generation, back office systems	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
V	Research and develop business models to govern shared information technology planned, financed, procured and used by multiple agencies e.g., models for decision making, issue resolution, resource management, initial financing, cost recovery	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
VI	Provide mobile access for government employees to conduct government business in real time e.g., appropriate security, virtual offices, live dispositions	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
VII	Provide citizens with access to comprehensive, integrated information relating to government activities and services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
VIII	Adopt usability and accessibility standards for web-based products and services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
IX	Standardize contracting and purchasing processes to strengthen the state's e-procurement functionality and simplify business conducted with the state	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
X	Develop recommendations for a statewide Service Oriented Architecture (SOA) roadmap, reference framework, and program requirements to assist in education, identification, creation, and use of shared services e.g., reduce technology costs, reduce the time to deliver technology solutions	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>